1   **ENHANCED CUSTOMER-CENTRIC RESTAURANT SYSTEM**

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3   **COMPUTER PROGRAM LISTING ATTACHMENT**

4   A computer program listing appendix containing computer source code is

5   attached and is hereby incorporated by reference. The computer program listing

6   appendix comprises one CD-ROM having the files listed in the Appendix A (located

7   prior to the claims).

8   The computer program listing appendix contains material which is subject to

9   copyright protection. The copyright owner has no objection to the reproduction of such

10   material, as it appears in the files of the Patent and Trademark Office, but otherwise

11   reserves all copyright rights whatsoever.

12   **BACKGROUND OF THE INVENTION**

13   The present invention pertains generally to computerizing many of the tableside

14   interactions a diner has with restaurant staff during a seated meal. In particular, the

15   present invention relates to a computer network specialized for restaurants.

16   Computers and the Internet have had a tremendous impact on our society over

17   the last decade and have significantly altered the average consumer's expectation of

18   customer service in most areas of commerce. Letters of inquiry have been replaced by

19   e-mail. Catalogs have been replaced by websites. No longer does an average

1   consumer find it acceptable to wait for a product to arrive in a local shop's stock before

2   a purchase is made. Rather, the consumer accesses the Internet to find the product –

3   usually without regard to geographic location -- and has the product shipped, arriving

4   often overnight. Certain Internet services allow the consumer to make a purchase offer

5   to a large plurality of suppliers, any of which can accept, thereby forming a contract.

6   Other services allow used products to be sold at virtual, worldwide auctions.

7   Surprisingly, these incredible advances have had little impact on the dining side

8   of the restaurant business. Obviously, fast-food restaurants have been pioneers in the

9   areas of food service automation. However, diners at sit-down style restaurants have

10   nearly the same experiences as they did decades ago. With few exceptions, the largest

11   noticeable difference from the point of view of the diner is that the average diner –

12   having become accustomed to the e-speed of the Internet, lacks the patience of a diner

13   from yesteryear. Similarly, as restaurants face problems of hiring employees, let alone

14   hiring well qualified workers, many of today's wait staff lack the customer service skills

15   which were commonplace in the past.

16   A close look at the typical dining experience reveals several instances where the

17   diner may become frustrated with the service as a result of being in a position where the

18   diner has to wait for the server to perform. Initially, a party arrives at a restaurant and

19   has to wait to be seated. A host eventually seats the party and provides menus. Once

20   seated, a bus person arrives and provides water to each of the diners. This bus person

21   is usually not qualified or otherwise allowed to do much else. The party reviews the

1   menu and waits until the server arrives to take drink orders. The party continues to look

2   at the menus and waits until the server returns with drinks. Often, the server returns

3   with the drinks so quickly that the party is not yet ready to order. In such a case, the

4   server leaves and can often take too long to return. Conversely, the server may take

5   too long to return with the drinks, or another server will return with the drinks and cannot

6   take the various orders of the members of the party.

7   Once the orders are taken, the server leaves and the party has little to do but talk

8   amongst themselves until the food arrives. Occasionally, new drinks are necessary in

9   the interim so a party member must flag down the server or decide to wait until the food

10 arrives to request another drink. After the food arrives, new drinks or other items such

11 as ketchup and the like may be desired and, again, the party must wait for the server's

12 further attention.

13 After the meal, the party waits for the server to return so that the bill may be

14 requested. Sometimes, the server carries the bill in an apron so that it may be handed

15 to the party immediately. Other times, it must be retrieved and updated to include

16 additional beverages, such as the after dinner coffees. The server usually leaves after

17 presenting the bill so that the party may divide the charges between themselves.

18 However, especially in larger parties, the party may wish to receive separate bills in

19 order to properly split the check. The party again waits for the server to return so that

20 they may present some form of payment. If the party pays in cash, they may have to

1   wait for the server to return with change. If a credit card is used, the party waits for the

2   server to return with the receipt and signature slip.

3   Thus, there is a need to computerize or otherwise automate some of the

4   functions of the wait staff of many restaurants to minimize the diner's wait time for

5   service. As an additional benefit, such automation would relieve the busy server from

6   certain job tasks.

7   Few attempts at dining automation have been attempted. One notable attempt at

8   teaching the automation of sit-down style restaurants is provided in U.S. Patent

9   5,845,263 to Camaisa, et al. (hereinafter "the '263 patent"). The '263 pertains generally

10   to a portable interactive visual ordering system using wireless portable computers

11   providing color images and other information about menu items to a customer. The

12   customer can use the system to view the items, learn about the ingredients thereof, and

13   place orders. Once the diner has eaten and is ready to leave, the ordering system may

14   be used to enter payment information so that the diner may pay and leave without

15   having to wait for the wait staff to arrive with the bill, return to accept payment, and

16   return again to produce change or return a credit card.

17   Generally, however, the teachings of the '263 patent do not encompass a system

18   which harnesses the truly awesome powers and potential of today's Internet and

19   computer technologies. For example, the '263 patent presents information to the diner

20   in a manner which can be somewhat puzzling to the diner having little computer

21   experience. Though a help menu is provided, a user must leave the screen in which the

1   confusion was encountered, go to the help menu, select an appropriate list of questions,

2   find and memorize an answer, and return to the previous menu to apply what has

3   hopefully been learned. It is foreseeable that a group of diners having difficulty using a

4   computerized menu system may actually be delayed by such a system.

5   Additionally, little is envisioned in the way of providing a complete, enriched

6   dining experience, ripe with entertainment, to the consumer. For example, a diner

7   usually experiences a predictable yet significant delay between the time of placing an

8   order and the time the food is brought to the table. This delay is largely due to the

9   amount of time it takes to prepare the food. A group of people waiting for their orders

10   may enjoy talking amongst themselves while enjoying appetizers. However, the solitary

11   diner may have little to do to pass this time. A family with small children may welcome

12   some form of entertainment to occupy the children until the food arrives.

13   The '263 patent teaches away from incorporating into a computerized menu

14   system having wireless tableside computers, games and other forms of entertainment,

15   the ability to "instant message" or send e-mail, and the ability to research entertainment

16   options and pre-purchase tickets. However, the omission of such functions results in a

17   failure to optimize the possible computerized, interactive dining experience. Today's

18   computer generation will quickly identify these shortcomings and desire capabilities

19   such as e-mail and games from a computerized system. Insofar as a computerized

20   system is an attempt to lure customers to a restaurant, thereby making a restaurant

21   more competitive in today's fast-paced economy, providing a limited computer system is

1 akin to providing a menu without beverages. Computers are ideal platforms for

2 providing endless forms of entertainment ranging from computer games to conversation

3 forums to avenues for news and other media.

4   Another inconvenience which might be solved by a computerized restaurant

5 system, and not addressed by any prior art reference, pertains to the difficulties in

6 organizing a typical evening with friends. For example, often it is desired to meet

7 friends for dinner and a movie. At some point, a restaurant must be selected as well as

8 a particular movie, venue, and show time. It can be difficult to coordinate with all

9 members of a party to decide on all of these selections, and be able to make a dinner

10 reservation at the selected restaurant which allows adequate time to eat, travel to the

11 theater, and get tickets before the movie is sold-out.

12   Yet another problem with the conventional restaurant routine is that it leaves little

13 room to provide incentives for diners to become regularly returning customers. Many

14 attempts with loyalty programs have been made but most of them are somewhat

15 inefficient. Examples include stamp cards, club cards, coupons, and the like. These

16 systems are inconvenient for the customer/patron because they require that the

17 customer carry extra cards pertaining to various restaurants or remember to bring

18 coupons with them while dining. Moreover, they do not allow for state-of-the-art

19 marketing techniques, which personalize the marketing message to customers based

20 on spending history or other demographics. The usual cards and coupons do not allow

21 for such data-driven marketing.

1   The increased use of technology throughout society in general, and commercial

2   use in particular, has increased both the consumer's comfort level and their

3   expectations for technology. This system is designed to leverage technology to address

4   customer and merchant needs not currently addressed using technology. The focus

5   overall is on the customer experience; technology is merely the means to an end. The

6   technology focus of the system will be threefold: simplicity, richness, and flexibility.

7   The simplicity of the system lies in both its ease of use, and its utilization of

8   existing technologies in a unique milieu. The ease of use is achieved through a clean,

9   rich user interface. The utilization of existing technologies such as HTTP, wireless

10   LAN's, the browser metaphor and component-based development ensures simplicity in

11   the development, support and deployment of the system, while remaining positioned to

12   take advantage of emerging technologies such as PDA's and Web Phones.

13   The richness of the end-user experience is achieved through a graphical user

14   interface utilizing intuitive screen layout, software assistance agents, tutorials and

15   context-sensitive help, all augmented by appropriate animation and graphical elements.

16   It is a customer-centric experience that encompasses and enhances the entire casual

17   dining experience.

18   The flexibility of the system will allow the use of the system in varied and

19   disparate environments. Wired or wireless LAN's can be utilized depending upon

20   environmental and structural issues. Access via the Internet can be provided to

21   customers based upon desired functionality (ex. customer-initiated reservations, access

1   to loyalty program status, etc.). Integration of data from multiple systems can provide a

2   basis for analysis of cross-chain trends. Interaction with PDA's and Web Phones can be

3   accommodated as protocols stabilize and penetration of the market increases. And the

4   ability to interface with multiple content providers allows for an experience tailored to the

5   appropriate demographic target.

6   It can be seen that there is a need for a computerized menu system that reduces

7   or eliminates some or all of the waiting steps encountered by diners in conventional sit-

8   down style restaurants.

9   There is also a need for computerized dining system that is quick and easy to

10   use, regardless of computer experience.

11   More specifically, there is a need for a computerized dining system which guides

12   the user through the ordering process in a logical manner which leaves the diner with a

13   feeling that the order has been properly entered and received by the restaurant staff.

14   There is also a need for a computerized menu system which provides various

15   forms of entertainment to diners of all ages.

16   There is yet a further need for a computerized menu system which assists in the

17   planning of an entire evening and allows some of the arrangements, such as movie and

18   show time selection, and ticket purchasing, to occur during dinner as opposed to before

19   or afterwards.

1   There is an additional need for a system which provides the flexibility to offer a

2   variety of creative incentive programs in order to increase business and to reward

3   frequent, repeat customers.

4   **SUMMARY OF THE INVENTION**

5   The present invention pertains generally to a computerized system used at a

6   table in a restaurant by customers thereof. The system presents an information center

7   which can be used to present a wide variety of information to the customer and also

8   allows the customer to convey orders to the restaurant and access other establishments

9   for obtaining information and conducting business.

10   A few of the notable functions that the computer program provides to the

11   customers of the restaurant include a food item ordering function which presents the

12   various food items offered by the restaurant to the customer in a colorful, interactive

13   manner. Preferably, color photographs and nutritional information, as well as

14   preparation information, is provided. It is envisioned also that a video clip of a chef or

15   wait staff, or even a celebrity, describing the dish, how it is prepared, how it tastes, and

16   its nutritional information, is provided. Such a capability allows the computerized

17   system to accurately describe the dishes to the restaurant patrons, bypassing the

18   haphazard approach to presenting details by busy servers. In addition, the computer

19   system can be easily programmed to present "specials of the day."

1   A drink item ordering function is also provided which allows the customer to view

2   a drink list and order beverages, alcoholic and otherwise, at anytime during the visit.

3   This obviates the need to visit the bar or to summon a server of the wait staff.

4   A tag would be coupled with any food or drink order identifying the originator of

5   the order so that the wait staff would be able to quickly and efficiently bring the desired

6   items to the appropriate table. Such a feature will reduce the occurrence of items being

7   delivered to the wrong tables, as is presently common at most restaurants.

8   It is preferable to provide a system which is connected to a network, such as the

9   Internet. Internet connectivity would allow a customer to access the dining menu from a

10   remote location so that a decision could be made, in advance, as to whether to dine at

11   the restaurant and even what to order while there. The restaurant may use the

12   preferred embodiments to allow customers to order take out food or have food ordered

13   and nearly prepared, prior to arrival. Furthermore, it is envisioned that, at restaurants

14   where reservations are required or encouraged, the system would allow a customer to

15   view and select from a list of available reservation times online.

16   A payment function is provided that is extremely versatile. Preferably,

17   information pertaining to a credit card or similar payment account is entered upon arrival

18   and seating. This prevents restaurant losses due to diners who leave without paying

19   their bills. This payment account does not necessarily have to be used to settle the final

20   bill. In fact, it is preferred to provide the option of separate checks to each of the diners

21   at a table. It would also be feasible to allow sub-groupings as would be the case of two

1 couples dining together. Depending on the desires of the restaurant, payment could be

2 done using credit cards, debit cards, checks, cash, or special accounts provided by the

3 restaurant itself or similar associations such as a diner's club. In addition, in some

4 embodiments, the system provides printers table-side to print receipts.

5 An employee summons function is provided allowing the diners to summon a

6 server as may be necessary or desired for any reason. This provides an improvement

7 over the present method of having to attract the attention of a server. Similarly, there

8 could be a function wherein the presence of a manager could be requested or customer

9 feedback can be entered.

10 It is also envisioned to provide job-specific summons functions. For example, if a

11 diner spills a beverage, drops silverware, or needs another napkin, it may be more

12 efficient to summon a bus person as opposed to summoning a server. Similarly, there

13 may be instances when a diner would prefer the attention of a manager. This function

14 prevents sending one employee to look for another employee.

15 A tutorial function is provided which can be used to demonstrate how to order

16 food and navigate through the menu system, while actually ordering food and navigating

17 through the menu system, as opposed to a teaching, learning, and then doing sequence

18 which is more time consuming and can require repetition. The tutorial function is

19 capable of generating an animated image on the color display which instructs the

20 customer on appropriate use of the various functions by directing attention to

21 appropriate areas on the display corresponding to the functions.

1   It is envisioned that a small animated figure will be present on the display in an

2   area that does not obstruct the view of the various functions. Simply touching the figure

3   would bring it to life and allow it to walk the customer through various functions. It is

4   envisioned that a customer could drag the character over the function that requires

5   further explanation whereby the character could verbally prompt the customer on how to

6   navigate the system and order items or whatever the customer desires. Instead of

7   giving examples, the tutor would actually be ordering items and performing functions

8   which would, of course, be reversible in the event of an error. Preferably, the character

9   would be related to the restaurant somehow and be humorous and friendly to use. The

10 distinctive virtual personality afforded the animated character shall be one of the

11 cornerstone attractions to the system of the present invention. Such a personality will

12 turn the dining experience into entertainment.

13   If the customer is relatively experienced with the system and finds it more

14 efficient to use the menu navigation function without the aid of the animated character,

15 the tutorial function may be temporarily disabled, as described above, by simply

16 touching the character or clicking on it, at which time the character will become smaller

17 to take up less screen space, or disappear altogether.

18   As it would be advantageous to utilize a networked, computer system to provide

19 as many services to a customer as possible, it is envisioned that an entertainment menu

20 of non-food related functions is provided. The entertainment menu generally provides

1 functions such as games, movie information, ticket purchasing, e-mail access, news

2 information, all of which are described in more detail below.

3   A game function preferably provides any standard video game for children to play

4 with while waiting for food to arrive. Additionally, it is envisioned that games for adults

5 are provided as well. For instance, many sports bars and restaurants now provide

6 nationwide trivia contests wherein a television screen displays typed out questions.

7 Hand held answering devices are provided to the various tables at some or all of the

8 restaurants in a particular chain nationwide. Scores are tallied to determine a

9 nationwide winning team. An embodiment of the present invention could implement

10 similar, and much more complicated and exciting games, on such a nationwide basis

11 without having to produce special hardware to facilitate this friendly competition.

12   Similarly, it is envisioned to provide a function allowing tables to send messages

13 to other tables. This would foster a social, interactive environment wherein people at

14 tables could flirt or otherwise send messages to each other in a rather benign manner,

15 as opposed to the rather outdated and pretentious practice of sending drinks over to

16 another table. Insofar as the envisioned preferred embodiments are connected to a

17 network, such as the Internet, it would also be possible to provide nationwide "chat

18 rooms" wherein people could exchange opinions of the various menu items, thoughts

19 about present events, sporting events, and the like.

20   Yet another function on the entertainment menu would preferably be a local

21 events information function. Here, for instance, a customer would be able to determine

1 which movies are playing in the area of the restaurant, find out the show times, view the

2 ticket availability, and even purchase tickets to the show. Preferably a printer is

3 provided at each table, capable of printing the tickets out so the customers would be

4 able to bypass any lines present upon arrival to the theater. This function also applies

5 to other events such as plays, sporting events, concerts and the like.

6 A big advantage of this local events information function pertains to the logistic

7 simplicity it brings to organizing an evening. No longer does a person have to assume a

8 coordinator role, making numerous phone calls to all members of the party, to figure out

9 which event everyone would like to see and whether it is possible to squeeze dinner into

10 the schedule. A party can simply agree to meet at a specified restaurant at a given

11 time, sit down, order food, and begin planning the remainder of the evening while

12 waiting for the food to arrive. Face to face communication efficiently leads to the

13 selection of an available event at a local venue. Tickets are purchased immediately and

14 the meal may be enjoyed without having to worry about the event selling out. No

15 member of the party would be required to go to the ticket window before dinner to buy

16 tickets to popular events which typically sell out. Moreover, time for standing in the

17 ticket line does not have to be factored into the planned departure from the restaurant.

18 Another function that is envisioned is a human resources function. A human

19 resources function would allow a customer to learn about hiring opportunities at the

20 restaurant or at nearby restaurants in the same chain. Preferably, an electronic

21 application could be filled out. Additionally, the applicant could select from a plurality of

1 interview times, obviating the need for the hiring manager to contact the applicant

2 before the interview. Additionally, the human resources function could provide a

3 suggestion box or a complaint form for customers to express their opinions of the

4 restaurant or bring complaints to the attention of the manager in a discreet, confidential

5 manner. This system streamlines the functions performed by the human resources

6 department of a restaurant, allowing it to become almost paperless. Through the

7 system, employees can be trained, forms (such as a W-4 form) can be generated,

8 completed, and filed.

9 The versatility of the present invention further allows selected interface units,

10 wireless or otherwise, to be programmed for limited, or more specialized uses. For

11 example, it is envisioned that bars and restaurants implementing the preferred

12 embodiments of the present invention, provide a kiosk at a predetermined location

13 inside the establishment, from which customers could select and summons a taxi

14 service. It is further envisioned to provide this kiosk with a payment account input

15 capability, and a destination address input function, such that it is possible to prepay for

16 the taxi service using any desired account, such that a cash exchange with the taxi

17 driver is not necessary upon arrival at a destination. This embodiment would be

18 especially advantageous in the event that a customer has too much alcohol and

19 requires a ride home.

20 It is thus an object of the invention to provide a system for the automation of

21 many of the functions performed by wait staff of a sit down style dining establishment.

1   It is also an object of the invention to provides a computerized restaurant

2   ordering system having a plurality of portable, wireless remote interface units capable of

3   communicating with a central processing unit.

4   It is further an object of the invention to provide an automated method of ordering

5   drinks and food at a sit down style restaurant which is easy to use by customers who

6   have little to no computer experience.

7   Another object of the invention is to provide an automated method of method of

8   ordering drinks and food which includes providing an animated computer image which

9   asks simple questions and acts on the answers thereto to assist a customer in the

10   navigation and use of the various functions provided by an automated menu system.

11   Still another object of the present invention is to provide a computerized menu

12   providing access to a network having information about local entertainment and further

13   allows a customer to purchase tickets to various local events.

14   Yet another object of the present invention is to provide a computerized method

15   for ordering food and beverages from a family style restaurant whereby a customer is

16   able to establish an electronic payment account, accessible by a computerized system

17   facilitating this method, which allows a customer to pay for food and beverages, buy gift

18   certificates which can be delivered via e-mail or printed from a printer, and provides

19   information to the restaurant so that the restaurant may give rewards and incentives to

20   the customer.

1   It is yet another object of the present invention to provide a computerized

2   menu/ordering system which is customizable to fit the needs of various restaurants.

3   More importantly, the present invention will provide a system which is customizable to fit

4   the needs of various patrons. For example, using voice recognition and voice synthesis

5   modules, the system can be easily operated by the blind or with limited sight. The

6   visual and aural aspects of the system can also be developed to support multi-lingual

7   capability so that a person who speaks and reads only German could just as readily

8   order a meal as a person who knows English.

9   Another object of the invention is to turn the dining experience into an

10   entertainment experience. Through the use of highly evolved animated virtual servers,

11   the system becomes addictively entertaining and useful – suggesting drinks, singing

12   happy birthday to patrons, and being ever available to assist customers.

13   These and further objects and advantages of the present invention will become

14   clearer in light of the following detailed description of illustrative embodiments of this

15   invention described in connection with the drawings.

16   **BRIEF DESCRIPTION OF THE DRAWINGS**

17   The illustrative embodiments may best be described by reference to the

18   accompanying drawings where:

19   Figure 1 is a representation of the opening screen for the user interface of the

20   present invention.

1   Figures 2 and 3 are representations of the portion of the user interface by which

2   food and drink orders are placed.

3   Figures 4 through 6 are representations of a portion of the user interface by

4   which a customer's bill is paid.

5   Figure 7 is a representation of a portion of the user interface by which offers a

6   customer entertainment features.

7   Figure 8 is a representation of a portion of the user interface by which allows the

8   research of movies.

9   Figure 9 is a representation of a portion of the user interface assisting with the

10   purchase of gift certificates.

11   Figure 10 is a representation of a portion of the user interface by which

12   messaging can be sent and received.

13   Figure 11 is a block diagram showing the access units connected to a network.

14   Figure 12 is a block diagram of one embodiment of the present invention.

15   **DETAILED DESCRIPTION OF PREFERRED EMBODIMENTS**

16   While there have been computer-based systems disclosed in the art for use in

17   restaurants by customers, such systems have been rudimentary. As a result, such

18   systems have not met with commercial success. The present invention provides an

1   enhanced computerized restaurant system that is customer-centric and which offers a

2   plethora of functions which result in an increased level of satisfaction with the dining

3   experience.

4   One skilled in the art is capable of setting up a computer system in which tables

5   of a restaurant, as well as the kitchen, the host area, the bar, and the like, are equipped

6   with access units 1105 networked together and which are equipped with software 1110

7   to present the users of the system with a user interface offering various functions. The

8   access units can be personal computers with a CPU, a display screen and an input

9   device, such as a keyboard, mouse, or touch sensitive screen. Or, the access units

10 could be PDAs such as a Palm manufactured by 3Com or a Visor by Handspring. In

11 other embodiments, the access units could be thin Internet appliances which are

12 economical to produce and offer only the necessary components. Of course, the

13 system could be a mixture of various types of access units. For example, the restaurant

14 tables could be outfitted with Internet appliances, the host area could have a PC with a

15 touch-sensitive screen and the waiters could be equipped with hand held wireless

16 PDAs.

17   Those skilled in the art can readily network such access units together. The

18 access units could be interconnected with USB, FireWire, SCSI or other type of

19 interface. A LAN, WAN, Intranet, or the Internet 1115 can all function as the network

20 across which the access units 1105 can communicate.

1   The user interface presented to the various users can be implemented through

2   any computer language. For example, Visual Basic, Java, C++, and the like can all be

3   used. HTTP or another protocol can be used to transmit information from the various

4   access units.

5   The access units can be supplemented with one or more servers which offer

6   various functions. For example, a web server could offer Internet access, a file server

7   could be used to distribute and store data files, and a print server could schedule and

8   maintain the printing of bills, receipts, tickets, and the like.

9   While all of the above can be configured by one skilled in the art, the novelty of

10   the present invention includes the functionality provided over such a networked system.

11   In the prior art, customers' needs have not be well met. Some elementary restaurant

12   computer systems allow waiters to maintain bills for their various tables of patrons.

13   Other systems have allowed customers to view photos of the offered meals – basically

14   just an electronic menu. The present invention places the customer's needs in the

15   center. Thus, this customer-centric system's goal is to provide customers with an

16   outstanding dining experience by offering advanced electronic ordering alongside

17   numerous entertainment possibilities.

18   The various enhanced functions provided by the present invention will now be

19   addressed individually. One skilled in the art will realize that an embodiment of the

20   invention can include all of these functions or a subset thereof. In the following

21   description, it is assumed that the access unit at a customer's table is a PDA or a PC

1   with a touch sensitive screen enabling the user to simply touch a series of icons or

2   buttons to operate the invention. Of course other types of input devices can also be

3   used.

4   **Beginning a Dining Experience**

5   In a restaurant equipped with the present invention, dining patrons have

6   an access unit at their table. Figure 1 shows how the opening screen of the present

7   invention 100 is configured in one embodiment. The dining experience begins by the

8   customer entering an account number, a credit card number (which can be read by a

9   credit card unit at the table), a loyalty program card or ID, a phone number, a name, etc.

10   In a preferred embodiment, the customer also enters the number of people at the table

11   so that the system can interact with the table correctly. Note in Figure 1 that the client

12   has already logged onto the system as the system has greeted him as "Mr. Peterson"

13   105. The screen has a series of buttons for the number of people in the party 110, as

14   well as buttons for a tutorial 115, entertainment services 120, and human resource

15   services 125. In this embodiment, buttons are also provided to instruct the system to

16   use various languages 130.

17   Of special note is the character included in Figure 1 as element 135. This

18   cartoon character is a 'virtual server' which is animated and may interact with the

19   customer through cartoon balloons or voice synthesis. The virtual server 135 assists

20   users in operating the system, offers suggestions, and personalizes the dining

21   experience. The virtual server 135 can be an effective sales device when it is

1 programmed to suggestively sell, or upsell, to the diners. For example, once the main

2 course arrives at the time, the virtual server 135 can wait a period of time and then

3 suggest dessert or coffee. Or, during the ordering process, the virtual server could

4 recommend appropriate wines, etc.

5 **Food and Drink Ordering**

6 Figures 2 and 3 illustrate one version of the invention in which food and drinks

7 are ordered by the customer while seated at his or her table. In Figure 2, the virtual

8 server 135 is again present, assisting the customer in placing the order. A series of

9 customer-identifying buttons 205 allow the various elements of the order to be

10 associated with the various guests at the table. An order tablet region 210 presents the

11 order to the user through an everyday metaphor of a restaurant order tablet. The

12 various portions of the menu are accessed via section buttons 215, such as

13 "beverages," "appetizers," and "kids menu." By pressing the "entrees" section button

14 215, a list of the entrees appears in the information region 220 of the screen. Once a

15 customer selects one of the entrees, the information region 220 is also used to display

16 photographs, nutritional information, descriptive text, and the like. Of course, everyone

17 has preferences on how food is cooked (e.g., rare, medium, well done) and what

18 condiments are added or removed from the order (e.g., sliced onions, tomatoes,

19 mustard). Thus, a special order button 225 is available for the customer to specify such

20 requests.

1 Figure 3 is one embodiment of the beverages screen, which is accessed when

2 the customer presses the "beverages" section button 215. In this screen, a customer

3 can identify her beverage by name 305 or trademark logo 310. Such logos offer a

4 licensing feature in which the restaurant may earn licensing fees by displaying a

5 manufacturer's logo.

6 Figures 2 and 3 offer customers seated at a table to place a food and beverage

7 order at anytime. This allows diners in a rush to order quickly without needing to wait

8 for a waiter to appear, while allowing diners who prefer to browse the menu, the comfort

9 of not being interrupted by an impatient waiter.

10 **Paying the Bill**

11 Figures 4 through 6 illustrate how the present invention allows a table's bill to be

12 paid. In Figure 4, the billing screen includes a series of payment buttons 405 which

13 allow the table to decide to pay individually, as couples, as a group, or any similar

14 variation. Each customer's total is displayed 410 and details for the customer can be

15 viewed 415. Figure 5 shows a tip calculator function which presents the interested

16 customer with a series of tipping option buttons 505. By pressing a tipping option button

17 505, the tip is calculated and added to an individual's bill. This feature can alleviate the

18 problem diner's often have in calculating the tip without the use of a calculator. In

19 addition, it encourages customers to tip, increasing the take-home pay of the waiters.

1   Figure 6 presents a customer with a series of payment option buttons 605, such

2   as "credit card," "cash," and "restaurant account." A restaurant account can be pre-paid

3   or pre-authorized so that customers can dine and use the account like an automatic tab

4   or so their meals are periodically billed to their account. Credit and debit cards can be

5   swiped through a reader which is situated at the table, thus ensuring that the customer

6   does not need to wait to have a waiter take the card to be authorized and later returned

7   with a receipt. In some embodiments, the receipt is sent via e-mail to the customer,

8   while in other embodiments, a nearby printer prints the receipt for the customer.

9   **Loyalty Programs**

10   Figure 6 also includes a loyalty program region 610 which can notify the

11   customer of the number of points accumulated in a loyalty program. Such points can be

12   redeemed for food items. A common problem with loyalty programs is that customers

13   often must keep track of program cards. While some embodiments of the present

14   invention allow a loyalty card to be swiped at the access unit, other embodiments

15   search a loyalty program database when the customer enters her name or her credit

16   card information. In this way, a loyalty program can be used without requiring loyalty

17   cards. The ease of such a program – in which customers earn points without any

18   additional work – increases the success of such a program.

19   **Remote Functionality**

1   Of course, as the access units are basically computers and the network

2   connecting them may be an intranet or the Internet, it is within the scope of the present

3   invention to extend its functions to the customer at her home or work. For example, a

4   customer could access the system from a remote location via a website (such as from

5   work or from their homes) and view the specials of the day, and determine whether

6   certain dishes are available, all before entering the restaurant. For the rushed

7   customer, the food order can be entered over the Internet so that the food is ready

8   shortly after arriving at the restaurant – or even ready for pick-up or delivery.

9   Alternatively, the customer could make a reservation over the Internet.

10   **Quick Assistance**

11   A common frustration by restaurant diners is attempting to find one's waiter

12   during the course of the meal. Sometimes food is not prepared satisfactorily and must

13   be returned. Sometimes a fork has been dropped and a clean one is needed. In

14   traditional restaurants, getting the waiter's attention can take some effort. However, the

15   present invention enables the customer to electronically summon the waiter at any time.

16   In addition, the invention can be configured so that the proper person – whether it be

17   the manager, the waiter, the host, etc. – is requested.

18   **Entertainment**

19   Figure 7 shows the present invention's inclusion of a number of Entertainment

20   options. In Figure 7 there are a series of buttons which a customer can use to play

1   games 705, find out information about movies 710, order gift certificates 715, access

2   messaging 720, news and limited Internet access 725, etc.

3   **Games 705**

4   It is well known in the art to provide arcade style games at a restaurant. The

5   present invention incorporates video games, quiz games and the like into the access

6   unit enabling children to play at the table rather than venturing to the video games

7   unattended. The games provided by the present invention can be configured so that

8   the guests at a table can play against one another, as teams, or can play with guests

9   from other tables or other restaurants, such as is done with interactive trivia games in

10   standalone systems. The present invention has the advantages of not requiring extra

11   equipment at the table, and awarding loyalty program points, or discounted/free food or

12   drinks as prizes for the games.

13   **Movies and Tickets 710**

14   A recent trend since the late 1990s has been the emergence of super-sized

15   theater complexes offering perhaps 20 movie screens. When a group of friends plans a

16   night out, sometimes they wish to go to dinner and a movie. However, planning such a

17   night entails numerous phone calls and e-mail messages as the friends decide on which

18   movie to see, which theater to see the movie at, and at which time to go. The present

19   invention vastly improves this process.

1   Figure 8 shows one screen from the present invention in which the customers at

2   a table can find out information about various movies from a database of movie reviews.

3   Such a database can be stored on the restaurant's file server, or can be accessed over

4   the Internet. The system can also be used to then search local theaters to find where

5   the movie is playing and at what time. The system can automatically return with shows

6   that are scheduled to begin within the next hour or two so that the customers can readily

7   narrow their choices. In addition, the system can also order and pay for the movie

8   tickets from the access unit so that the customers do not need to worry about arriving at

9   the theater early enough in case of it being sold out.

Gift Certificates 715

11   Figure 9 illustrates how the present invention allows a customer to order gift

12   certificates and other merchandise from the access unit (or over the Internet). In Figure

13   9, buttons are available for viewing past orders 905, checking merchandise that can be

14   purchased 910, or buying a gift certificate 915. Through this screen, the program loyalty

15   points are displayed 610, which can be applied towards gift certificates or other

16   merchandise. The gift certificates 915 can be e-mailed to the recipient, or printed from

17   a printer.

18   ### Messaging 720

19   Figure 10 illustrates how the present invention provides various messaging

20   modes to the customer. Buttons are provided which allow the customer to send a

1 message to the management staff 1005 (in order to submit a suggestion or other

2 comment) or to e-mail friends 1010 free of charge. Such e-mail messages can be

3 embedded with restaurant information, including coupon offers or information on current

4 specials. In this way, the "free" e-mail becomes an advertisement tool. From the

5 screen of Figure 10, customers can also contact customers at other tables 1015 either

6 via e-mail or instant chat.

7 **News and Limited Internet Access 725**

8 A sports bar is a common establishment in most regions. The present invention

9 enables customers to access news and sports information on demand from their access

10 units. While cyber-cafes have allowed customers to pay for Internet access, the present

11 invention can also be configured to provide Internet access, or limited Internet access.

12 For example, perhaps the present invention will only allow access to CNN.com,

13 ESPN.com, and Time.com. In this manner the present invention ensures that improper

14 websites are not accessed, and can also cross-license with the owners of the available

15 websites.

16 **Human Resources and Restaurant Management**

17 While the above functions have been addressed to the customer of a restaurant,

18 the access units can also be utilized of course for other purposes. For example, the

19 host area can use an access unit to track which tables are available for new customers,

20 while the orders placed by customers appear on access units in the kitchen or beverage

1 center. In addition, the access units and their user interfaces can be used to facilitate

2 common human resource tasks. For example, people can enter job applications

3 through the use of the user interface. Performance reviews of the waiters and cooks

4 can be entered as well. Available jobs can be listed and store locations can be shown.

5 Clearly, all types of information can be displayed and/or collected by such access units.

6 Restaurant managers can use the present invention to maximize sales. By using

7 data mining software, the management team can identify dining trends, such as which

8 days of the week frozen desserts are sold the most. Such knowledge allows the

9 managers to more accurately predict the amount of food needed in a given period, etc.

10 Such data mining can also be used to target specific customers, based on their dining

11 history. For example, discounts or coupons can be individually distributed to customers

12 most likely to respond to such offers.

13 **Other Features**

14 The present invention includes various other features, including the use of scent

15 technology to provide sensory menus. Digital scent technology is in development by

16 companies such as DigiScents. In one embodiment of the present invention, a

17 peripheral unit is attached to the table-side units. The peripheral unit allows various

18 scents to be generated upon demand. Thus, the table-side units can entice restaurant

19 patrons with sensory menus of the food items, etc.

1   In another embodiment, a wireless taxi/limo service is provided. This

2   functionality allows a restaurant patron to summon a cab so that it will be waiting when

3   the dining party is finished. The cab can transport the party to their next entertainment

4   stop (such a movie), or it can deliver the party to their homes. This is an especially

5   attractive feature for diners who wish to drink during dinner but do not want to drive

6   home afterwards.

7   Figure 11 is a block diagram of one technical architecture which can support the

8   present invention. Figure 11 shows an application server 1125 which supports several

9   clients. One type of client is a workstation 1135 which is used by the restaurant

10   manager, hostess, etc. Other clients are table units 1140 which are usable by the

11   restaurant patrons to place orders, find information about movies, apply for restaurant

12   jobs, etc. In some embodiments, a printers 1145 can be made available so that the

13   restaurant patron can print receipts, coupons, movie tickets, and the like. These

14   workstations 1135 and table units 1140 can be in communication with the server 1125

15   via a network, which in one embodiment is an ethernet connection 1130. In some

16   embodiments, the restaurant patrons can also use their own PDA 1155 or laptop 1160

17   to communicate to the table units 1140. In such an embodiment, the laptop and PDA

18   can use infrared or other wireless technology.

19   Of course, the server can be accessed by means other than an ethernet 1130.

20   For example, the server 1125 can be adapted to interact by radio, infrared, or other

21   wireless means 1165. For example, table units 1140 can use radio frequencies. And

1   these wireless table units 1140 can also be accessed by patrons with their PDAs 1155

2   or laptop PCs 1160.

3   In one embodiment shown in Figure 11, the server 1125 includes a modem 1120,

4   such as a DSL modem to allow broadband access to the Internet 1110 or other network.

5   Over this network 1110, customers can use their home or work PCs 1105 to access the

6   server 1125 to make reservations, preview the menu, check the status of the

7   restaurant's loyalty program, etc. The server 1125 can access various content

8   providers 1115 in the process of providing customers with information on movies,

9   concerts, movie reviews, and the like.

10   In one embodiment of the structure illustrated in Figure 11, the server 1125 can

11   be a Compaq, IBM, or similar brand computer server which uses Windows 2000,

12   Windows XP, Unix, Linux, or other operating system. The workstations 1135, table

13   units 1140, customer PCs 1160 can be any of a number of available computers, such

14   as those available from Apple, Compaq, IBM, Dell, Micron, and the like. The PDA 1155

15   can be a Palm Pilot, a Handspring Visor, etc. Off-site customers can also access the

16   system through their cell phones 1170 through the use of WAP/WML (i.e., wireless

17   application protocol / wireless markup language). Through this access method, the

18   patron's phone behaves like an Internet browser.

19   One skilled in the art can readily build a system such as shown in Figure 11 from

20   components available on the market. Of course, some restaurants may choose to use

1   specialized table units 1140 which may be integrated with the restaurant tables, have

2   touch sensitive screens, voice recognition, and other advanced capabilities.

3   The system shown in Figure 11 includes a wide variety of software interfaced to

4   provide the requisite functionality. In one embodiment, much of the interactions from

5   the server 1125 to the table units 1140, customer PDAs 1155 and customer PCs 1160

6   is accomplished through a custom developed program written in HTML or using ASP,

7   Visual Basic, Java, another high-level computer language, or a combination of these.

8   The attached computer program listing appendix containing computer source code

9   shows one embodiment of such computer source code. Clearly, the system can be

10   produced using interfaces to third-party software modules. For example, in one

11   embodiment, there is an interface to one of the currently available third-party back-office

12   systems. Other interfaces can pull various forms of content from the Content providers

13   1115. For example, content may be available as a series of web pages in HTML or a

14   series of PDF-format files.

15   As shown in CD-ROM appendix, and as illustrated in Figure 12, there are a

16   number of modules or subroutines which interact. Figure 12 shows a block diagram of

17   one embodiment of the present invention. In Figure 12, an Administration Module

18   12100 acts as the system's control center, managing Configuration Data 12900 - such

19   as user ids, passwords, defaults, file locations, etc. - which can be accessed by all

20   modules in the system. The Table Side Interface Module 12200 presents the in-

21   restaurant user interface (menu, graphics, touch screen functionality) to all of the

1 system's functions provided by the other modules, as well as specialized forms for

2 workstations (host/reservations/server/takeout).

3   The Order Module 12310 processes orders initiated in-restaurant by the user

4 from the Tableside User Interface Module 12200, as well as from workstations and

5 remote user (Internet, web phone, PDA) access. The Order Module 12310 controls

6 creation of orders based on information contained in Restaurant Menu Data 12910 and

7 assigns the order to appropriate service personnel via the Service Module 12320,

8 storing the order information in the Restaurant Order Data 12920 and passing the order

9 information to any external back-office restaurant system via the BackOffice Interface

10 Module 12410. Preference information from the user's order (ex. Special sauce, no ice,

11 low fat dressing) is saved in Personalization/Preference Data 12970.

12   The Service Module 12320 assigns and communicates service requirements and

13 monitor performance based upon information in the Restaurant Staff/Layout Data 12930

14 when an order or service request is initiated by the user from the Tableside User

15 Interface Module 12200, from a workstation, or by the system itself. Information

16 necessary to complete the service request (ex. Coffee refill, food preparation issue, etc.)

17 is provided to the Service Module 12320 by the initiating entity and passed on to the

18 appropriate service personnel and/or workstation.

19   The Entertainment Module 12330 provides access from the Tableside User

20 Interface Module 12200 to entertainment options for the user (ex. Puzzles, quizzes,

1 Internet access), tailoring entertainment content presentation based upon the user's

2 historical preference information stored in Personalization/Preference Data 12970.

3 The Payment Module 12340 allows bill generation and total or divided payment

4 and receipt printing from the Tableside User Interface Module 12200, as well as from

5 workstations and remote user (Internet, web phone, PDA) access. Credit card data

6 obtained via user swipe, as well as information from the Diner Personal Data 12940 –

7 credit card information, prepaid account, etc. – and the Loyalty Program Data 12950 is

8 used to apply discounts and complete the payment transaction(s). Information relating

9 to the payment transaction(s) are passed to any external back-office restaurant system

10 via the BackOffice Interface Module 12410.

11 The Promotion/Certificate Module 12400 provides promotional announcements,

12 special offers, coupons and gift certificates orders initiated in-restaurant by the user

13 from the Tableside User Interface Module 12200, as well as from workstations and

14 remote user (Internet, web phone, PDA) access.

15 The Loyalty Program Module 12350 provides information related to the user's

16 loyalty program status (ex. points earned, level, expiration dates) and general loyalty

17 program information when initiated in-restaurant by the user from the Tableside User

18 Interface Module 12200, as well as from workstations and remote user (Internet, web

19 phone, PDA) access based on information contained in Loyalty Program Data 12950.

1   The Partner/Affinity Module 12360 provides access to business partner services

2   (ex. Delivered takeout food, taxi service) as well as services with an affinity to the dining

3   experience (ex. Ticketmaster for concert tickets, General Cinema movie Tickets, other

4   marketing tie-ins) when initiated in-restaurant by the user from the Tableside User

5   Interface Module 12200 based on information contained in Affinity/Partner Data 12960.

6   The Survey/Feedback Module 12370 allows the user to take targeted surveys

7   (ex. by demographic, by customer loyalty status, etc.) or provide feedback on food,

8   service, or the system when initiated in-restaurant from the Tableside User Interface

9   Module 12200 based on information contained in Personalization/Preference Data

10   12970. The Survey/Feedback Module 12360 also provides untargeted surveys to

11   remote users (Internet, web phone, PDA).

12   The Human Resources Module 12390 allows the user to view information about

13   employment opportunities and benefits, chain location information, and apply online

14   when initiated in-restaurant from the Tableside User Interface Module 12200 or

15   remotely via the Internet. Information related to applications are stored in Diner

16   Personal Data 12940.

17   The Agent/Help Tutorial Module 12380 helps guide the user through the system

18   when initiated in-restaurant from the Tableside User Interface Module 12200. There is

19   classic help support, a tutorial describing the system, its functionality and features, and

20   an agent based support system that guides the user and can be used in either a

21   "practice" or "live order" mode.

1   Those skilled in the art will further appreciate that the present invention may be

2   embodied in other specific forms without departing from the spirit or central attributes

3   thereof. In that the foregoing description of the present invention discloses only

4   exemplary embodiments thereof, it is to be understood that other variations are

5   contemplated as being within the scope of the present invention. Accordingly, the

6   present invention is not limited in the particular embodiments which have been

7   described in detail therein. Rather, reference should be made to the appended claims

8   as indicative of the scope and content of the present invention.

APPENDIX A

A listing of the computer programs on the accompanying CD-ROM

File Name	Size in Bytes	Date
Directory of D:\uServ		
320ref.mov	36,407	11/05/2000 11:11:44PM
backup.htm	6,212	11/01/2000 2:43:00PM
beverages.htm	5,552	11/01/2000 2:43:00PM
clearcookie.asp	807	11/01/2000 3:17:26AM
customer_billing_frame.asp	965	11/01/2000 3:31:12AM
customer_billing_frame_individual.asp	8,909	11/03/2000 3:09:28PM
customer_billing_frame_individual_modified.asp	8,694	11/02/2000 2:44:54PM
customer_billing_frame_no_individual.asp	7,399	11/03/2000 3:11:34PM
default.asp	1,377	11/05/2000 10:16:24PM
defaultLayout.htm	1,994	11/01/2000 2:43:00PM
firstpage.htm	9,441	11/03/2000 3:25:58PM
Flashing.swf	1,182,486	11/01/2000 2:43:00PM
FlashingSignFinal.fla	8,336,384	11/01/2000 2:43:00PM
FlashingSignFinal.swf	1,182,486	11/01/2000

		2:42:00PM
FunPages.asp	6,470	11/01/2000 4:58:20AM
getMovie.htm	279	11/01/2000 2:42:00PM
HumanResources.asp	5,810	11/01/2000 4:56:40AM
kitchen.asp	1,248	11/01/2000 3:30:40AM
kitchenCall.asp	398	11/01/2000 3:22:14AM
kitchenrelink.asp	661	11/01/2000 3:25:26AM
menace_320.mov	13,385,972	11/06/2000 11:08:00AM
menu.asp	9,132	11/02/2000 1:44:26PM
menu.htm	8,197	11/01/2000 2:40:00PM
menu_beverages.asp	6,976	11/01/2000 3:25:14AM
menu_beverages.htm	8,212	11/01/2000 2:40:00PM
menu_template.htm	7,904	11/01/2000 2:40:00PM
order_alcoholic.asp	4,686	11/06/2000 5:09:14AM
order_appetizers.asp	2,305	11/03/2000 12:00:02PM
order_beverages.asp	6,458	11/05/2000 10:24:02PM
order_desserts.asp	3,253	11/03/2000 12:05:16PM
order_desserts_old.asp	1,128	11/02/2000 2:04:10PM
order_entrees.asp	5,131	11/03/2000 1:18:10PM
order_kidsmenu.asp	3,250	11/03/2000 12:06:34PM
order_kidsmenu_old.asp	1,807	11/02/2000 1:55:16PM
order_notified.asp	2,692	11/01/2000 3:24:50AM
order_sideitems.asp	3,221	11/03/2000 12:05:44PM
order_sideitems_old.asp	1,123	11/02/2000 1:59:52PM
order_special.asp	8,175	11/03/2000 1:21:30PM
order_special_frame.asp	2,570	11/01/2000 3:28:32AM
orderdata.asp	383	11/01/2000 3:26:06AM
orderdata_display.asp	376	11/01/2000 3:24:30AM
orderframe.htm	6,392	11/01/2000 2:40:00PM
orderframe_template.htm	407	11/01/2000

		2:40:00PM
payment_billed.asp	5,578	11/06/2000 12:40:46AM
Payment_BillingOptions.asp	5,062	11/06/2000 12:40:26AM
payment_notify.asp	5,580	11/01/2000 5:03:22AM
Payment_selectPayment.asp	6,599	11/06/2000 12:42:34AM
Payment_selectPayment_creditcard.asp	5,906	11/06/2000 12:41:44AM
Payment_TipCalculator.asp	5,652	11/06/2000 12:38:00AM
PepperHead.swf	3,388	11/01/2000 2:40:00PM
PepperWriting.swf	7,823	11/01/2000 2:40:00PM
PepperWriting.htm	743	11/01/2000 2:40:00PM
PepperWriting.swf	7,746	11/01/2000 2:40:00PM
scratchpad_frame.asp	6,963	11/03/2000 11:28:14AM
scratchpad_frame.htm	812	11/01/2000 2:40:00PM
show_food.asp	3,921	11/03/2000 12:38:12PM
TalkingPepper.fla	14,336	08/03/2000 7:42:28AM
TalkingPepper.swf	3,533	11/01/2000 2:40:00PM
testbackground.htm	877	11/01/2000 2:40:00PM
TimeForFun.asp	5,585	11/03/2000 9:28:30AM
timeforfun_default.asp	460	11/01/2000 3:28:04AM
timeforfun_history.asp	433	11/01/2000 3:27:58AM
timeforfun_humanres.asp	432	11/01/2000 3:27:50AM
timeforfun_jobapplication.asp	432	11/01/2000 3:21:36AM
timeforfun_jobsavailable.asp	439	11/01/2000 3:23:50AM
timeforfun_map.asp	432	11/01/2000 3:23:42AM
timeforfun_right.asp	553	11/01/2000 3:23:24AM
TopButtons.asp	5,694	11/02/2000 2:59:06PM
TopButtons.htm	4,758	11/01/2000 2:40:00PM
toWeb.asp	460	11/01/2000 3:27:32AM
toWeb_default.asp	460	11/01/2000 3:27:22AM
toWeb_games.asp	1,202	11/01/2000

		3:21:28AM
toWeb_giftcertificates.asp	440	11/01/2000 3:23:14AM
toWeb_movies.asp	1,285	11/05/2000 11:52:04PM
toWeb_movies_trailer.asp	995	11/05/2000 11:46:54PM
toWeb_news.asp	1,206	11/01/2000 3:22:56AM
toWeb_UservInfo.asp	437	11/01/2000 3:27:08AM
upperleft.asp	432	11/01/2000 3:26:44AM
upperleft_games.asp	423	11/01/2000 3:26:28AM
upperleft_giftcertificates.asp	434	11/01/2000 3:21:18AM
upperleft_history.asp	425	11/01/2000 3:20:52AM
upperleft_jobapplication.asp	432	11/01/2000 3:22:48AM
upperleft_jobsavailable.asp	431	11/01/2000 3:22:40AM
upperleft_map.asp	452	11/01/2000 3:19:02AM
upperleft_movies.asp	424	11/01/2000 3:26:20AM
upperleft_news.asp	422	11/01/2000 3:19:12AM
upperleft_web.asp	431	11/01/2000 3:18:48AM
userTotal.asp	1,092	11/01/2000 3:18:20AM
Userv-Dreamweaver.htm	390	11/01/2000 2:40:00PM
Userv-Dreamweaver2.htm	693	11/01/2000 2:40:00PM
Directory of D:\uServ\U-SERV		
userv.jpg	15,653	11/01/2000 2:39:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages		
.url	103	11/01/2000 2:39:00PM
background_banners.jpg	27,164	11/01/2000 2:39:00PM
DrSeuss.zip	82,087	11/01/2000 2:39:00PM
U-Serv_images.zip	358,076	11/01/2000 2:39:00PM
U-Serve_images.zip	2,418,852	11/01/2000 2:39:00PM
WS_FTP.LOG	413	11/01/2000 2:39:00PM
Directory of D:\uServ\U-		

SERV\FlashPrototype\BakerImages\10.30		
background_welcome_blank.jpg	371,720	11/01/2000 2:39:00PM
body_giftcertificate.jpg	274,027	11/01/2000 2:39:00PM
button_payment_15per_off.jpg	18,846	11/01/2000 2:39:00PM
button_payment_15per_on.jpg	20,499	11/01/2000 2:39:00PM
button_payment_20per_off.jpg	19,544	11/01/2000 2:39:00PM
button_payment_20per_on.jpg	21,169	11/01/2000 2:39:00PM
button_payment_accept_off.jpg	25,632	11/01/2000 2:39:00PM
button_payment_accept_on.jpg	27,173	11/01/2000 2:39:00PM
button_payment_dollar_off.jpg	21,282	11/01/2000 2:39:00PM
button_payment_dollar_on.jpg	22,585	11/01/2000 2:39:00PM
reference_beverages.jpg	41,084	11/01/2000 2:39:00PM
reference_selectpayment.jpg	63,794	11/01/2000 2:39:00PM
referencese_tipcalculator.jpg	63,589	11/01/2000 2:39:00PM
text_movies.jpg	87,935	11/01/2000 2:39:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\Background		
background_banners.jpg	27,034	11/01/2000 2:39:00PM
background_buttons_top.jpg	12,260	11/01/2000 2:39:00PM
background_entertai_content.jpg	389,846	11/01/2000 2:39:00PM
background_entertain_main.jpg	490,596	11/01/2000 2:39:00PM
background_entertainament.jpg	484,602	11/01/2000 2:39:00PM
background_fun_default.jpg	54,405	11/01/2000 2:39:00PM
background_humanres_main.jpg	496,629	11/01/2000 2:39:00PM
background_humanresources.jpg	490,545	11/01/2000 2:39:00PM
background_order_beverages.jpg	391,885	11/01/2000 2:39:00PM
background_order_beverages_frame.jpg	36,167	11/01/2000 2:39:00PM
background_order_entrees_frame.jpg	32,439	11/01/2000 2:39:00PM
background_order_frame.jpg	31,321	11/01/2000 2:39:00PM
background_order_item.jpg	379,185	11/01/2000

		2:39:00PM
background_order_main.jpg	376,402	11/01/2000 2:39:00PM
background_order_thebar.jpg	384,702	11/01/2000 2:39:00PM
background_order_thebar_frame.jpg	33,210	11/01/2000 2:39:00PM
background_payment_blank.jpg	375,314	11/01/2000 2:39:00PM
background_payment_blank_individual.jpg	20,833	11/01/2000 2:39:00PM
background_payment_main.jpg	398,019	11/01/2000 2:39:00PM
background_payment_main_frame.jpg	33,432	11/01/2000 2:39:00PM
background_scratchpad_frame.jpg	17,491	11/01/2000 2:39:00PM
background_specialOrder_frame.jpg	23,787	11/01/2000 2:39:00PM
background_swipe.jpg	8,835	11/01/2000 2:39:00PM
background_timeforfun.jpg	98,339	11/05/2000 10:46:32PM
background_welcome_main.jpg	435,577	11/01/2000 2:39:00PM
pspbrwse.jbf	56,810	11/01/2000 2:39:00PM
WS_FTP.LOG	736	11/01/2000 2:39:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\body_graphics		
body.jpg	170,442	11/01/2000 2:39:00PM
body_beverages_bottom.jpg	35,731	11/01/2000 2:39:00PM
body_beverages_top.jpg	91,272	11/01/2000 2:39:00PM
body_entertain_cnn.jpg	11,789	11/01/2000 2:39:00PM
body_entertain_epsylon.jpg	20,958	11/01/2000 2:39:00PM
body_entertain_espn.jpg	15,224	11/01/2000 2:39:00PM
body_entertain_imdb.jpg	12,840	11/01/2000 2:39:00PM
body_entertain_movielens.jpg	11,068	11/01/2000 2:39:00PM
body_entertain_moviephone.jpg	13,179	11/01/2000 2:39:00PM
body_entertain_pogo.jpg	9,176	11/01/2000 2:39:00PM
body_entertain_solitaire.jpg	24,039	11/01/2000 2:39:00PM
body_entertain_washpost.jpg	15,869	11/01/2000 2:39:00PM
body_giftcertificate.jpg	274,027	11/01/2000 2:39:00PM

body_giftcertificate.jpgOLD	281,690	11/01/2000 2:39:00PM
body_humanres_history.jpg	170,442	11/01/2000 2:39:00PM
body_humanres_jobapp.jpg	130,942	11/01/2000 2:39:00PM
body_humanres_jobsavailable.jpg	180,570	11/01/2000 2:39:00PM
body_humanres_map.jpg	187,107	11/01/2000 2:39:00PM
body_payment.jpg	157,620	11/01/2000 2:39:00PM
body_payment_receipt.jpg	53,908	11/01/2000 2:39:00PM
body_payment_youraccounthas.jpg	53,195	11/01/2000 2:39:00PM
body_thebar_bottom.jpg	70,802	11/01/2000 2:39:00PM
body_thebar_bottom_.jpg	70,802	11/01/2000 2:39:00PM
body_thebar_top.jpg	104,410	11/01/2000 2:39:00PM
body_thebar_topright.jpg	23,618	11/01/2000 2:39:00PM
body_yourorderhasbeensent.gif	3,039	11/01/2000 2:39:00PM
pspbrwse.jbf	15,231	11/01/2000 2:39:00PM
WS_FTP.LOG	716	11/01/2000 2:39:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\buttons_guest		
guest_arrow_left_lg_blank.jpg	8,503	11/01/2000 2:39:00PM
guest_arrow_left_lg_off.jpg	9,001	11/01/2000 2:39:00PM
guest_arrow_left_lg_on.jpg	9,418	11/01/2000 2:39:00PM
guest_arrow_left_sm_blank.jpg	4,390	11/01/2000 2:39:00PM
guest_arrow_left_sm_off.jpg	4,595	11/01/2000 2:39:00PM
guest_arrow_left_sm_on.jpg	4,734	11/01/2000 2:39:00PM
guest_arrow_right_lg_off.jpg	10,671	11/01/2000 2:39:00PM
guest_arrow_right_lg_on.jpg	11,166	11/01/2000 2:39:00PM
guest_arrow_right_sm_blank.jpg	4,481	11/01/2000 2:39:00PM
guest_arrow_right_sm_off.jpg	4,568	11/01/2000 2:39:00PM
guest_arrow_right_sm_on.jpg	4,796	11/01/2000 2:39:00PM
guest_less_lg_off.jpg	9,227	11/01/2000 2:39:00PM
guest_less_lg_on.jpg	9,701	11/01/2000

		2:39:00PM
guest_lg01_off.jpg	9,149	11/01/2000 2:39:00PM
guest_lg01_on.jpg	10,159	11/01/2000 2:39:00PM
guest_lg02_off.jpg	10,005	11/01/2000 2:39:00PM
guest_lg02_on.jpg	10,845	11/01/2000 2:39:00PM
guest_lg03_off.jpg	10,236	11/01/2000 2:39:00PM
guest_lg03_on.jpg	11,027	11/01/2000 2:39:00PM
guest_lg04_off.jpg	9,635	11/01/2000 2:39:00PM
guest_lg04_on.jpg	10,559	11/01/2000 2:39:00PM
guest_more_lg_off.jpg	11,167	11/01/2000 2:39:00PM
guest_more_lg_on.jpg	11,694	11/01/2000 2:39:00PM
guest_sm01_blank.jpg	4,968	11/01/2000 2:39:00PM
guest_sm01_off.jpg	5,250	11/01/2000 2:39:00PM
guest_sm01_on.jpg	5,910	11/01/2000 2:39:00PM
guest_sm02_blank.jpg	4,880	11/01/2000 2:39:00PM
guest_sm02_off.jpg	5,393	11/01/2000 2:39:00PM
guest_sm02_on.jpg	6,060	11/01/2000 2:39:00PM
guest_sm03_blank.jpg	5,060	11/01/2000 2:39:00PM
guest_sm03_off.jpg	5,629	11/01/2000 2:39:00PM
guest_sm03_on.jpg	6,241	11/01/2000 2:39:00PM
guest_sm04_blank.jpg	5,508	11/01/2000 2:39:00PM
guest_sm04_off.jpg	5,967	11/01/2000 2:39:00PM
guest_sm04_on.jpg	6,335	11/01/2000 2:39:00PM
pspbrwse.jbf	148,670	11/01/2000 2:39:00PM
WS_FTP.LOG	5,151	11/01/2000 2:39:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\buttons_menu		
menu_alcoholic_off.jpg	7,378	11/01/2000 2:39:00PM
menu_alcoholic_on.jpg	8,287	11/01/2000 2:38:00PM
menu_appetizers_off.jpg	8,592	11/01/2000 2:38:00PM

menu_appetizers_on.jpg	10,324	11/01/2000 2:38:00PM
menu_beverages_off.jpg	8,214	11/01/2000 2:38:00PM
menu_beverages_on.jpg	9,444	11/01/2000 2:38:00PM
menu_desserts_off.jpg	9,464	11/01/2000 2:38:00PM
menu_desserts_on.jpg	10,707	11/01/2000 2:38:00PM
menu_entrees_off.jpg	8,751	11/01/2000 2:38:00PM
menu_entrees_on.jpg	10,417	11/01/2000 2:38:00PM
menu_kidsmenu_off.jpg	8,232	11/01/2000 2:38:00PM
menu_kidsmenu_on.jpg	9,520	11/01/2000 2:38:00PM
menu_sideitems_off.jpg	8,880	11/01/2000 2:38:00PM
menu_sideitems_on.jpg	10,450	11/01/2000 2:38:00PM
pspbrwse.jbf	97,361	11/01/2000 2:38:00PM
WS_FTP.LOG	1,219	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\buttons_orderpages		
button_addtoorder_off.jpg	10,696	11/01/2000 2:38:00PM
button_addtoorder_on.jpg	11,144	11/01/2000 2:38:00PM
button_addtoticket_off.jpg	10,853	11/01/2000 2:38:00PM
button_addtoticket_on.jpg	11,355	11/01/2000 2:38:00PM
button_backtomenu_off.jpg	20,491	11/01/2000 2:38:00PM
button_backtomenu_on.jpg	21,941	11/01/2000 2:38:00PM
button_callserver_off.jpg	7,179	11/01/2000 2:38:00PM
button_callserver_on.jpg	7,623	11/01/2000 2:38:00PM
button_coffee_off.jpg	8,471	11/01/2000 2:38:00PM
button_coffee_on.jpg	9,070	11/01/2000 2:38:00PM
button_cranberry_off.jpg	10,581	11/01/2000 2:38:00PM
button_cranberry_on.jpg	11,028	11/01/2000 2:38:00PM
button_margaritas_off.jpg	9,003	11/01/2000 2:38:00PM
button_margaritas_on.jpg	9,381	11/01/2000 2:38:00PM
button_mixeddrinks_off.jpg	9,408	11/01/2000

		2:38:00PM
button_mixeddrinks_on.jpg	9,802	11/01/2000 2:38:00PM
button_nextguest_off.jpg	7,318	11/01/2000 2:38:00PM
button_nextguest_on.jpg	7,643	11/01/2000 2:38:00PM
button_orangejuice_off.jpg	10,797	11/01/2000 2:38:00PM
button_orangejuice_on.jpg	11,198	11/01/2000 2:38:00PM
button_paybill_off.jpg	7,164	11/01/2000 2:38:00PM
button_paybill_on.jpg	7,644	11/01/2000 2:38:00PM
button_sendorder_off.jpg	7,219	11/01/2000 2:38:00PM
button_sendorder_on.jpg	7,570	11/01/2000 2:38:00PM
button_sodawater_off.jpg	10,060	11/01/2000 2:38:00PM
button_sodawater_on.jpg	10,502	11/01/2000 2:38:00PM
button_special_off.jpg	6,509	11/01/2000 2:38:00PM
button_special_on.jpg	6,902	11/01/2000 2:38:00PM
button_thebarbev_off.jpg	9,787	11/01/2000 2:38:00PM
button_thebarbev_on.jpg	10,359	11/01/2000 2:38:00PM
button_timeforfun_off.jpg	19,529	11/01/2000 2:38:00PM
button_timeforfun_on.jpg	20,948	11/01/2000 2:38:00PM
button_tonic_off.jpg	8,612	11/01/2000 2:38:00PM
button_tonic_on.jpg	9,164	11/01/2000 2:38:00PM
button_tutorialaftorder_off.jpg	43,248	11/01/2000 2:38:00PM
button_tutorialaftorder_on.jpg	45,152	11/01/2000 2:38:00PM
button_water_off.jpg	8,945	11/01/2000 2:38:00PM
button_water_on.jpg	9,563	11/01/2000 2:38:00PM
pspbrwse.jbf	66,094	11/01/2000 2:38:00PM
WS_FTP.LOG	1,148	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\buttons_othersections		
button_fun_backtomenu_off.jpg	24,080	11/01/2000 2:38:00PM
button_fun_backtomenu_on.jpg	25,570	11/01/2000 2:38:00PM

button_fun_entertain_off.jpg	20,040	11/01/2000 2:38:00PM
button_fun_entertain_on.jpg	21,455	11/01/2000 2:38:00PM
button_fun_humanres_off.jpg	20,013	11/01/2000 2:38:00PM
button_fun_humanres_on.jpg	21,696	11/01/2000 2:38:00PM
button_fun_tutorial_off.jpg	18,095	11/01/2000 2:38:00PM
button_fun_tutorial_on.jpg	19,552	11/01/2000 2:38:00PM
button_games_off.jpg	17,640	11/01/2000 2:38:00PM
button_games_on.jpg	19,343	11/01/2000 2:38:00PM
button_giftcertificates_off.jpg	20,775	11/01/2000 2:38:00PM
button_giftcertificates_on.jpg	22,109	11/01/2000 2:38:00PM
button_goback_off.jpg	22,807	11/01/2000 2:38:00PM
button_goback_on.jpg	24,531	11/01/2000 2:38:00PM
button_history_off.jpg	19,798	11/01/2000 2:38:00PM
button_history_on.jpg	21,034	11/01/2000 2:38:00PM
button_jobapplication_off.jpg	20,006	11/01/2000 2:38:00PM
button_jobapplication_on.jpg	21,215	11/01/2000 2:38:00PM
button_jobsavailable_off.jpg	20,241	11/01/2000 2:38:00PM
button_jobsavailable_on.jpg	21,578	11/01/2000 2:38:00PM
button_movies_off.jpg	18,411	11/01/2000 2:38:00PM
button_movies_on.jpg	20,086	11/01/2000 2:38:00PM
button_news_off.jpg	17,921	11/01/2000 2:38:00PM
button_news_on.jpg	19,720	11/01/2000 2:38:00PM
button_payment_10per_off.jpg	18,795	11/01/2000 2:38:00PM
button_payment_10per_on.jpg	20,426	11/01/2000 2:38:00PM
button_payment_15per_off.jpg	19,473	11/01/2000 2:38:00PM
button_payment_15per_on.jpg	21,109	11/01/2000 2:38:00PM
button_payment_20per_off.jpg	19,818	11/01/2000 2:38:00PM
button_payment_20per_on.jpg	21,471	11/01/2000 2:38:00PM
button_payment_3rdslo_blank.jpg	22,476	11/01/2000 2:38:00PM

button_payment_account_off.jpg	19,815	11/01/2000 2:38:00PM
button_payment_account_on.jpg	21,300	11/01/2000 2:38:00PM
button_payment_cash_off.jpg	21,467	11/01/2000 2:38:00PM
button_payment_cash_on.jpg	22,892	11/01/2000 2:38:00PM
button_payment_cashcred_off.jpg	21,660	11/01/2000 2:38:00PM
button_payment_cashcred_on.jpg	23,303	11/01/2000 2:38:00PM
button_payment_consolid_off.jpg	20,503	11/01/2000 2:38:00PM
button_payment_consolid_on.jpg	22,009	11/01/2000 2:38:00PM
button_payment_continue_off.jpg	24,595	11/01/2000 2:38:00PM
button_payment_continue_on.jpg	26,189	11/01/2000 2:38:00PM
button_payment_credit_off.jpg	20,379	11/01/2000 2:38:00PM
button_payment_credit_on.jpg	22,126	11/01/2000 2:38:00PM
button_payment_debit_off.jpg	20,744	11/01/2000 2:38:00PM
button_payment_debit_on.jpg	22,531	11/01/2000 2:38:00PM
button_payment_dollar_off.jpg	21,682	11/01/2000 2:38:00PM
button_payment_dollar_on.jpg	22,970	11/01/2000 2:38:00PM
button_payment_giftcert_off.jpg	25,787	11/01/2000 2:38:00PM
button_payment_giftcert_on.jpg	27,373	11/01/2000 2:38:00PM
button_payment_individ_off.jpg	20,319	11/01/2000 2:38:00PM
button_payment_individ_on.jpg	21,643	11/01/2000 2:38:00PM
button_payment_other_off.jpg	20,701	11/01/2000 2:38:00PM
button_payment_other_on.jpg	22,512	11/01/2000 2:38:00PM
button_payment_printrec_off.jpg	70,236	11/01/2000 2:38:00PM
button_payment_printrec_on.jpg	71,646	11/01/2000 2:38:00PM
button_stores_off.jpg	20,886	11/01/2000 2:38:00PM
button_stores_on.jpg	22,095	11/01/2000 2:38:00PM
pspbrwse.jbf	81,711	11/01/2000 2:38:00PM
WS_FTP.LOG	3,548	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\buttons_special		

specialorder_americhz_off.jpg	6,849	11/01/2000 2:38:00PM
specialorder_americhz_on.jpg	7,156	11/01/2000 2:38:00PM
specialorder_bacon_off.jpg	6,506	11/01/2000 2:38:00PM
specialorder_bacon_on.jpg	6,865	11/01/2000 2:38:00PM
specialorder_cheddarchz_off.jpg	6,838	11/01/2000 2:38:00PM
specialorder_cheddarchz_on.jpg	7,062	11/01/2000 2:38:00PM
specialorder_emptymodule.jpg	72,423	11/01/2000 2:38:00PM
specialorder_extrasauce_off.jpg	6,839	11/01/2000 2:38:00PM
specialorder_extrasauce_on.jpg	7,188	11/01/2000 2:38:00PM
specialorder_mayo_off.jpg	7,777	11/01/2000 2:38:00PM
specialorder_mayo_on.jpg	8,161	11/01/2000 2:38:00PM
specialorder_noalmonds_off.jpg	6,461	11/01/2000 2:38:00PM
specialorder_noalmonds_on.jpg	6,749	11/01/2000 2:38:00PM
specialorder_nocarrots_off.jpg	6,363	11/01/2000 2:38:00PM
specialorder_nocarrots_on.jpg	6,732	11/01/2000 2:38:00PM
specialorder_nognonions_off.jpg	6,467	11/01/2000 2:38:00PM
specialorder_nognonions_on.jpg	6,688	11/01/2000 2:38:00PM
specialorder_nolettuce_off.jpg	6,306	11/01/2000 2:38:00PM
specialorder_nolettuce_on.jpg	6,599	11/01/2000 2:38:00PM
specialorder_nopickle_off.jpg	6,406	11/01/2000 2:38:00PM
specialorder_nopickle_on.jpg	6,686	11/01/2000 2:38:00PM
specialorder_notomato_off.jpg	6,304	11/01/2000 2:38:00PM
specialorder_notomato_on.jpg	6,676	11/01/2000 2:38:00PM
specialorder_nowtrchest_off.jpg	6,422	11/01/2000 2:38:00PM
specialorder_nowtrchest_on.jpg	6,811	11/01/2000 2:38:00PM
specialorder_pepjackchz_off.jpg	6,705	11/01/2000 2:38:00PM
specialorder_pepjackchz_on.jpg	7,035	11/01/2000 2:38:00PM
specialorder_swisschz_off.jpg	6,480	11/01/2000 2:38:00PM
specialorder_swisschz_on.jpg	6,799	11/01/2000

		2:38:00PM
specialorder_top.jpg	26,229	11/01/2000 2:38:00PM
specialorder_updateorde_off.jpg	15,672	11/01/2000 2:38:00PM
specialorder_updateorde_on.jpg	16,134	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\buttons_welcomepage		
button_deutsch_off.jpg	7,498	11/01/2000 2:38:00PM
button_deutsch_on.jpg	8,013	11/01/2000 2:38:00PM
button_english_off.jpg	6,415	11/01/2000 2:38:00PM
button_english_on.jpg	6,861	11/01/2000 2:38:00PM
button_entertainment_off.jpg	18,364	11/01/2000 2:38:00PM
button_entertainment_on.jpg	19,687	11/01/2000 2:38:00PM
button_espaniol_off.jpg	7,347	11/01/2000 2:38:00PM
button_espaniol_on.jpg	7,820	11/01/2000 2:38:00PM
button_espanol_off.jpg	7,343	11/01/2000 2:38:00PM
button_espanol_on.jpg	7,797	11/01/2000 2:38:00PM
button_francois_off.jpg	6,690	11/01/2000 2:38:00PM
button_francois_on.jpg	7,050	11/01/2000 2:38:00PM
button_humanresources_off.jpg	18,500	11/01/2000 2:38:00PM
button_humanresources_on.jpg	19,838	11/01/2000 2:38:00PM
button_tutorial_off.jpg	16,629	11/01/2000 2:38:00PM
button_tutorial_on.jpg	18,243	11/01/2000 2:38:00PM
pspbrwse.jbf	27,278	11/01/2000 2:38:00PM
WS_FTP.LOG	2,724	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\Drseuss\DrSeuss		
DRSEB___.12	21,515	11/01/2000 2:37:00PM
DRSEB___.PFB	37,053	11/01/2000 2:37:00PM
DRSEB___.PFM	679	11/01/2000 2:37:00PM
DRSEL___.12	21,518	11/01/2000 2:37:00PM
DRSEL___.PFB	36,677	11/01/2000

		2:37:00PM
DRSEL____.PFM	680	11/01/2000 2:37:00PM
WS_FTP.LOG	974	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\flash		
flash.zip	7,284,220	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\flash\Flash\flash		
Bah-Bye.fla	2,230,272	11/01/2000 2:37:00PM
Bah-Bye.swf	140,933	11/01/2000 2:36:00PM
CopyofPepperWriting.htm	743	11/01/2000 2:36:00PM
Flashing.swf	1,182,486	11/01/2000 2:36:00PM
FlashingSignFinal.fla	8,336,384	11/01/2000 2:36:00PM
FlashingSignFinal.htm	856	11/01/2000 2:36:00PM
FlashingSignFinal.swf	1,182,486	11/01/2000 2:36:00PM
Icon	640	11/01/2000 2:36:00PM
PepperHead.swf	3,388	11/01/2000 2:36:00PM
PepperLeaving.fla	2,216,448	11/01/2000 2:36:00PM
PepperLeaving.swf	146,038	11/01/2000 2:35:00PM
PepperLeaving1.fla	2,172,416	11/01/2000 2:35:00PM
PepperLeaving2.fla	2,186,752	11/01/2000 2:35:00PM
PepperLeaving2.htm	844	11/01/2000 2:35:00PM
PepperLeaving2.swf	18,423	11/01/2000 2:35:00PM
PepperWriting.swf	7,823	11/01/2000 2:35:00PM
PepperWriting.fla	4,093,440	11/01/2000 2:35:00PM
PepperWriting.htm	743	11/01/2000 2:35:00PM
PepperWriting.swf	7,746	11/01/2000 2:35:00PM
pepperwriting1.swf	8,006	11/01/2000 2:35:00PM
PepperWriting2.fla	2,066,944	11/01/2000 2:35:00PM
PepperWriting2.swf	8,005	11/01/2000 2:35:00PM

TalkingPepper.fla	14,336	11/01/2000 2:35:00PM
TalkingPepper.swf	3,533	11/01/2000 2:35:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\fonts		
DIRTYHOU.TTF	67,160	11/01/2000 2:38:00PM
PRINTHOU.TTF	106,948	11/01/2000 2:38:00PM
UServeFonts.zip	97,276	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\foodpics		
foodpic_barbecueribs.jpg	57,785	11/01/2000 2:38:00PM
foodpic_blank.jpg	6,887	11/01/2000 2:38:00PM
foodpic_buffalowings.jpg	52,289	11/01/2000 2:38:00PM
foodpic_cheeseburger.jpg	44,295	11/01/2000 2:38:00PM
foodpic_chickencaesar.jpg	44,159	11/01/2000 2:38:00PM
foodpic_chickenfajita.gif	14,014	11/01/2000 2:38:00PM
foodpic_chickenfajita.jpg	55,098	11/01/2000 2:38:00PM
foodpic_chickenfingers.jpg	50,458	11/01/2000 2:38:00PM
foodpic_chickenpasta.jpg	54,322	11/01/2000 2:38:00PM
foodpic_chocolatecake.jpg	52,067	11/01/2000 2:38:00PM
foodpic_lettucewrap.jpg	42,440	11/01/2000 2:38:00PM
foodpic_salad.jpg	52,268	11/01/2000 2:38:00PM
foodpic_sundae.jpg	34,342	11/01/2000 2:38:00PM
pspbrwse.jbf	38,820	11/01/2000 2:38:00PM
WS_FTP.LOG	1,740	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\layouts_reference		
pspbrwse.jbf	11,400	11/01/2000 2:38:00PM
reference_layout_1.jpg	76,200	11/01/2000 2:38:00PM
reference_layout_2.jpg	79,368	11/01/2000 2:38:00PM
reference_layout_3.jpg	130,769	11/01/2000 2:38:00PM
reference_layout_4.jpg	124,894	11/01/2000

		2:38:00PM
WS_FTP.LOG	374	11/01/2000 2:38:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\NewFolder		
specialorder_americhz_off.jpg	6,849	11/01/2000 2:38:00PM
specialorder_americhz_on.jpg	7,156	11/01/2000 2:38:00PM
specialorder_bacon_off.jpg	6,506	11/01/2000 2:38:00PM
specialorder_bacon_on.jpg	6,865	11/01/2000 2:38:00PM
specialorder_cheddarchz_off.jpg	6,838	11/01/2000 2:38:00PM
specialorder_cheddarchz_on.jpg	7,062	11/01/2000 2:38:00PM
specialorder_emptymodule.jpg	72,423	11/01/2000 2:38:00PM
specialorder_extrasauce_off.jpg	6,839	11/01/2000 2:38:00PM
specialorder_extrasauce_on.jpg	7,188	11/01/2000 2:38:00PM
specialorder_mayo_off.jpg	7,777	11/01/2000 2:38:00PM
specialorder_mayo_on.jpg	8,161	11/01/2000 2:38:00PM
specialorder_noalmonds_off.jpg	6,461	11/01/2000 2:38:00PM
specialorder_noalmonds_on.jpg	6,749	11/01/2000 2:38:00PM
specialorder_nocarrots_off.jpg	6,363	11/01/2000 2:38:00PM
specialorder_nocarrots_on.jpg	6,732	11/01/2000 2:38:00PM
specialorder_nognonions_off.jpg	6,467	11/01/2000 2:38:00PM
specialorder_nognonions_on.jpg	6,688	11/01/2000 2:38:00PM
specialorder_nolettuce_off.jpg	6,306	11/01/2000 2:38:00PM
specialorder_nolettuce_on.jpg	6,599	11/01/2000 2:37:00PM
specialorder_nopickle_off.jpg	6,406	11/01/2000 2:37:00PM
specialorder_nopickle_on.jpg	6,686	11/01/2000 2:37:00PM
specialorder_notomato_off.jpg	6,304	11/01/2000 2:37:00PM
specialorder_notomato_on.jpg	6,676	11/01/2000 2:37:00PM
specialorder_nowtrchest_off.jpg	6,422	11/01/2000 2:37:00PM
specialorder_nowtrchest_on.jpg	6,811	11/01/2000 2:37:00PM
specialorder_pepjackchz_off.jpg	6,705	11/01/2000 2:37:00PM

specialorder_pepjackchz_on.jpg	7,035	11/01/2000 2:37:00PM
specialorder_swisschz_off.jpg	6,480	11/01/2000 2:37:00PM
specialorder_swisschz_on.jpg	6,799	11/01/2000 2:37:00PM
specialorder_top.jpg	26,229	11/01/2000 2:37:00PM
specialorder_updateorde_off.jpg	15,672	11/01/2000 2:37:00PM
specialorder_updateorde_on.jpg	16,134	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\nutrition		
nutrition.htm	21,408	11/01/2000 2:37:00PM
pspbrwse.jbf	4,603	11/01/2000 2:37:00PM
UST_nutrition_chickenfajita.gif	4,330	11/01/2000 2:37:00PM
WS_FTP.LOG	189	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\other		
button_bubble_no_off.jpg	3,449	11/01/2000 2:37:00PM
button_bubble_no_on.jpg	3,801	11/01/2000 2:37:00PM
button_bubble_refill_off.jpg	4,485	11/01/2000 2:37:00PM
button_bubble_refill_on.jpg	5,015	11/01/2000 2:37:00PM
button_bubble_yes_off.jpg	3,775	11/01/2000 2:37:00PM
button_bubble_yes_on.jpg	3,965	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\slideshow		
00.UST.001_advertisement_01.jpg	170,522	11/01/2000 2:37:00PM
00.UST.001_housepromo_01.jpg	458,568	11/01/2000 2:37:00PM
00.UST.001_housepromo_02.jpg	481,230	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\specialorder		
specialorder_americhz_off.jpg	6,849	11/01/2000 2:37:00PM
specialorder_americhz_on.jpg	7,156	11/01/2000 2:37:00PM
specialorder_bacon_off.jpg	6,506	11/01/2000 2:37:00PM

specialorder_bacon_on.jpg	6,865	11/01/2000 2:37:00PM
specialorder_cheddarchz_off.jpg	6,838	11/01/2000 2:37:00PM
specialorder_cheddarchz_on.jpg	7,062	11/01/2000 2:37:00PM
specialorder_emptymodule.jpg	72,423	11/01/2000 2:37:00PM
specialorder_extrasauce_off.jpg	6,839	11/01/2000 2:37:00PM
specialorder_extrasauce_on.jpg	7,188	11/01/2000 2:37:00PM
specialorder_mayo_off.jpg	7,777	11/01/2000 2:37:00PM
specialorder_mayo_on.jpg	8,161	11/01/2000 2:37:00PM
specialorder_noalmonds_off.jpg	6,461	11/01/2000 2:37:00PM
specialorder_noalmonds_on.jpg	6,749	11/01/2000 2:37:00PM
specialorder_nocarrots_off.jpg	6,363	11/01/2000 2:37:00PM
specialorder_nocarrots_on.jpg	6,732	11/01/2000 2:37:00PM
specialorder_nognonions_off.jpg	6,467	11/01/2000 2:37:00PM
specialorder_nognonions_on.jpg	6,688	11/01/2000 2:37:00PM
specialorder_nolettuce_off.jpg	6,306	11/01/2000 2:37:00PM
specialorder_nolettuce_on.jpg	6,599	11/01/2000 2:37:00PM
specialorder_nopickle_off.jpg	6,406	11/01/2000 2:37:00PM
specialorder_nopickle_on.jpg	6,686	11/01/2000 2:37:00PM
specialorder_notomato_off.jpg	6,304	11/01/2000 2:37:00PM
specialorder_notomato_on.jpg	6,676	11/01/2000 2:37:00PM
specialorder_nowtrchest_off.jpg	6,422	11/01/2000 2:37:00PM
specialorder_nowtrchest_on.jpg	6,811	11/01/2000 2:37:00PM
specialorder_ok_off.jpg	15,313	11/01/2000 2:37:00PM
specialorder_ok_on.jpg	15,951	11/01/2000 2:37:00PM
specialorder_pepjackchz_off.jpg	6,705	11/01/2000 2:37:00PM
specialorder_pepjackchz_on.jpg	7,035	11/01/2000 2:37:00PM
specialorder_swisschz_off.jpg	6,480	11/01/2000 2:37:00PM
specialorder_swisschz_on.jpg	6,799	11/01/2000 2:37:00PM
specialorder_top.jpg	25,578	11/01/2000 2:37:00PM

specialorder_updateorde_off.jpg	15,672	11/01/2000 2:37:00PM
specialorder_updateorde_on.jpg	16,134	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\text_sectionintrocopy		
pspbrwse.jbf	76,570	11/01/2000 2:37:00PM
text_billingoptions.jpg	88,752	11/01/2000 2:37:00PM
text_creditpayment.jpg	86,975	11/01/2000 2:37:00PM
text_entertainment.jpg	88,083	11/01/2000 2:37:00PM
text_games.jpg	87,000	11/01/2000 2:37:00PM
text_giftcertificates.jpg	87,901	11/01/2000 2:37:00PM
text_history.jpg	86,241	11/01/2000 2:37:00PM
text_humanresources.jpg	87,759	11/01/2000 2:37:00PM
text_jobapplication.jpg	86,804	11/01/2000 2:37:00PM
text_jobsavailable.jpg	86,603	11/01/2000 2:37:00PM
text_movies.jpg	87,935	11/01/2000 2:37:00PM
text_movies.jpg_Old	87,672	11/01/2000 2:37:00PM
text_news.jpg	87,525	11/01/2000 2:37:00PM
text_selectpayment.jpg	87,034	11/01/2000 2:37:00PM
text_stores.jpg	89,320	11/01/2000 2:37:00PM
text_timeforfun.jpg	88,219	11/01/2000 2:37:00PM
text_tipcalculator.jpg	88,303	11/01/2000 2:37:00PM
text_welcome.jpg	67,765	11/01/2000 2:37:00PM
WS_FTP.LOG	2,069	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\titlebar		
pspbrwse.jbf	5,702	11/01/2000 2:37:00PM
titlebar_appetizers_top.jpg	27,348	11/01/2000 2:37:00PM
titlebar_beverages_top.jpg	22,494	11/01/2000 2:37:00PM
titlebar_desserts_top.jpg	26,551	11/01/2000 2:37:00PM
titlebar_entrees_top.jpg	29,186	11/01/2000 2:37:00PM

titlebar_justforkids_top.jpg	26,323	11/01/2000 2:37:00PM
titlebar_ontheside_top.jpg	25,060	11/01/2000 2:37:00PM
titlebar_thebar.jpg	25,439	11/01/2000 2:37:00PM
titlebar_thebar_top.jpg	26,117	11/01/2000 2:37:00PM
WS_FTP.LOG	1,233	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\user		
userv.gif	27,490	11/03/2000 11:47:28AM
UservButton.jpg	3,506	10/30/2000 4:06:38PM
UservFooter.jpg	4,301	10/30/2000 3:46:04PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\Userv_Concepts		
pspbrwse.jbf	25,816	11/01/2000 2:37:00PM
UST.Peppers.Layout.00.jpg	105,398	11/01/2000 2:37:00PM
UST.Peppers.Order.03.jpg	106,437	11/01/2000 2:37:00PM
UST.Peppers.Order2.04.jpg	102,631	11/01/2000 2:37:00PM
UST.Peppers.Splash.01.jpg	40,095	11/01/2000 2:37:00PM
UST.Peppers.Welcome.02.jpg	90,634	11/01/2000 2:37:00PM
WS_FTP.LOG	1,096	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\U-Serv_images		
pspbrwse.jbf	91,806	11/01/2000 2:37:00PM
reference_order_01.jpg	140,849	11/01/2000 2:37:00PM
reference_order_02.jpg	53,938	11/01/2000 2:37:00PM
UST_background.jpg	118,194	11/01/2000 2:37:00PM
UST_button_addtoorder.gif	3,827	11/01/2000 2:37:00PM
UST_button_callserver.gif	2,689	11/01/2000 2:37:00PM
UST_button_paybill.gif	2,375	11/01/2000 2:37:00PM
UST_button_sendorder.gif	2,896	11/01/2000 2:37:00PM
UST_button_special.gif	2,782	11/01/2000 2:37:00PM
UST_foodpic_chickenfajita.gif	14,014	11/01/2000

		2:37:00PM
UST_guest_arrow_left.gif	1,683	11/01/2000 2:37:00PM
UST_guest_arrow_right.gif	1,732	11/01/2000 2:37:00PM
UST_guest_sm01.gif	1,777	11/01/2000 2:37:00PM
UST_guest_sm02.gif	2,090	11/01/2000 2:37:00PM
UST_guest_sm03.gif	2,021	11/01/2000 2:37:00PM
UST_guest_sm04.gif	2,024	11/01/2000 2:37:00PM
UST_menu_alcoholicbeverages.gif	2,298	11/01/2000 2:37:00PM
UST_menu_appetizers.gif	2,419	11/01/2000 2:37:00PM
UST_menu_beverages.gif	2,045	11/01/2000 2:37:00PM
UST_menu_desserts.gif	2,190	11/01/2000 2:37:00PM
UST_menu_entrees.gif	2,214	11/01/2000 2:37:00PM
UST_menu_kidsmenu.gif	2,133	11/01/2000 2:37:00PM
UST_menu_sideitems.gif	2,298	11/01/2000 2:37:00PM
UST_nutrition_chickenfajita.gif	4,330	11/01/2000 2:37:00PM
UST_titlebar_Entrees.gif	7,721	11/01/2000 2:37:00PM
WS_FTP.LOG	4,489	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\U-Serve_images\U-Serve_images\layoutofWelcomepage		
reference_welcome_01.jpg	106,634	11/01/2000 2:35:00PM
reference_welcome_02.jpg	41,178	11/01/2000 2:35:00PM
WS_FTP.LOG	522	11/01/2000 2:35:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\U-Serve_images\U-Serve_images\newgifs_jpegs		
UST_background.jpg	170,553	11/01/2000 2:35:00PM
UST_background_welcome.jpg	136,527	11/01/2000 2:35:00PM
UST_button_deutsch.gif	2,016	11/01/2000 2:35:00PM
UST_button_entertainment.gif	2,159	11/01/2000 2:35:00PM
UST_button_epsanol.gif	2,042	11/01/2000 2:35:00PM
UST_button_francois.gif	2,005	11/01/2000

		2:35:00PM
UST_button_humanresources.gif	2,123	11/01/2000 2:35:00PM
UST_button_japanese.gif	1,955	11/01/2000 2:35:00PM
UST_button_tutorial.gif	2,132	11/01/2000 2:35:00PM
UST_guest_arrow_left_lg.gif	1,194	11/01/2000 2:35:00PM
UST_guest_arrow_right_lg.gif	1,086	11/01/2000 2:35:00PM
UST_guest_lg01.gif	1,658	11/01/2000 2:35:00PM
UST_guest_lg02.gif	1,981	11/01/2000 2:35:00PM
UST_guest_lg03.gif	1,893	11/01/2000 2:35:00PM
UST_guest_lg04.gif	1,857	11/01/2000 2:35:00PM
UST_menu_alcohol.gif	6,300	11/01/2000 2:35:00PM
UST_menu_alcohol_on.gif	6,249	11/01/2000 2:35:00PM
UST_menu_appetizers.gif	6,851	11/01/2000 2:35:00PM
UST_menu_appetizers_on.gif	6,513	11/01/2000 2:35:00PM
UST_menu_beverages.gif	6,686	11/01/2000 2:35:00PM
UST_menu_beverages_on.gif	6,371	11/01/2000 2:35:00PM
UST_menu_desserts.gif	7,221	11/01/2000 2:35:00PM
UST_menu_desserts_on.gif	6,697	11/01/2000 2:35:00PM
UST_menu_entrees.gif	6,378	11/01/2000 2:35:00PM
UST_menu_entrees_on.gif	6,054	11/01/2000 2:35:00PM
UST_menu_kidsmenu.gif	6,680	11/01/2000 2:35:00PM
UST_menu_kidsmenu_on.gif	6,343	11/01/2000 2:35:00PM
UST_menu_sideitems.gif	6,800	11/01/2000 2:35:00PM
UST_menu_sideitems_on.gif	6,417	11/01/2000 2:35:00PM
WS_FTP.LOG	7,033	11/01/2000 2:35:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\U-Serve_images\U-Serve_images\PepperHeadanimation		
Pepper_Pointing.swf	3,384	11/01/2000 2:35:00PM
Pepper_Writing.fla	3,723,776	11/01/2000 2:35:00PM
Pepper_Writing.htm	706	11/01/2000

		2:35:00PM
Pepper_Writing.swf	61,068	11/01/2000 2:35:00PM
WS_FTP.LOG	992	11/01/2000 2:35:00PM
Directory of D:\uServ\U-SERV\FlashPrototype\BakerImages\UtilityFiles_Ben		
Delete_item.jpg	814	11/01/2000 2:37:00PM
individual_payment.jpg	632	11/01/2000 2:37:00PM
Directory of D:\uServ\U-SERV\peppers		
check.htm	808	11/01/2000 2:39:00PM
entertainment.htm	363	11/01/2000 2:39:00PM
main.htm	1,420	11/01/2000 2:39:00PM
Directory of D:\uServ\U-SERV\peppers\images		
007_purpside.gif	1,162	11/01/2000 2:39:00PM
007_topframe.gif	1,962	11/01/2000 2:39:00PM
userv_sm.jpg	6,585	11/01/2000 2:39:00PM